

**EMPLOYEE'S SATISFACTION ON USING E-SIAR PORTAL
AMONG MANAGEMENT DEPARTMENT
AT IBU PEJABAT POLIS KONTINJEN NEGERI SEMBILAN**

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ABSTRACT

e-Siar Portal plays an important role in every staff's in Ibu Pejabat polis Kontinjen Negeri Sembilan. Therefore, this paper aims to investigate the employee's satisfaction on using e-Siar portal among Management Department at Ibu Pejabat Polis Kontinjen Negeri Sembilan. Based on previous study, shows that the information quality, system quality, service quality give impact to the employee's satisfaction. The measurement is used by the framework is adapted from the DeLone McLean framework in Portal Effectiveness. This research is used questionnaires that were distributed to 150 staffs of Management Department at the Ibu Pejabat Polis Kontinjen Negeri Sembilan. The questionnaires are adopted from the previous journal. Thus, data were collected and analyzed by using SPSS version 18.0 to interpret the finding of this study. The findings indicated the level of employee's satisfactions on using e-Siar portal at Ibu Pejabat Polis Kontinjen Negeri Sembilan.

Keywords: Information quality, system quality, service quality, employee's satisfaction

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter consists of background of the study; statements of the problem, research questions, research objectives, significance of study, scope of study, limitations of the study and definition of terms. It is to investigate the problems occurs in studies and whether there is a relationship between services, systems, information quality and employee's satisfaction.

1.1 Background of the Study

The Royal Malaysian Police (RMP) or Polis Diraja Malaysia (PDRM) has about 102,037 officers. In IPK Negeri Sembilan has about 800 employees including civilian staff. This number reflects the various duties undertaken by RMP, ranging from General Duties to operations carried out by the General Operation Force (GOF). General Duties include traditional policing and services provided to the public at the police stations. The 'non-regulatory' duties carried out by the GOF include preventing the entry of illegal